

# INFLOW

USF WaterGroup, 580 Park Street, Regina, SK S4N 5A9

September 1999

Volume 1 Number 2

## Land a Lund Boat from USF WaterGroup ...

The odds are in your favour! Watch for our exciting upcoming new promotion later this fall. Your chance to scratch & win great prizes from USF WaterGroup will be better than 1 in 2 - pens, screwdrivers, travel mugs, gym bags, golf shirts, jackets and more. Plus, send in your scratch & win card for your chance to win a fishing boat from Lund, complete with 50HP motor and trailer.

For more information on how to increase your odds - please contact your local USF WaterGroup representative:

**John Cardiff (Northern Alberta)** - (780) 460-0870

**JSA Sales (British Columbia)** - (604) 525-4774

**Garry Kramer (Southern Alberta)** - (403) 272-2775

**Steve Jackson (Saskatchewan)** - (306) 652-9818

**Jones/Goodridge (Manitoba)** - (204) 632-6221

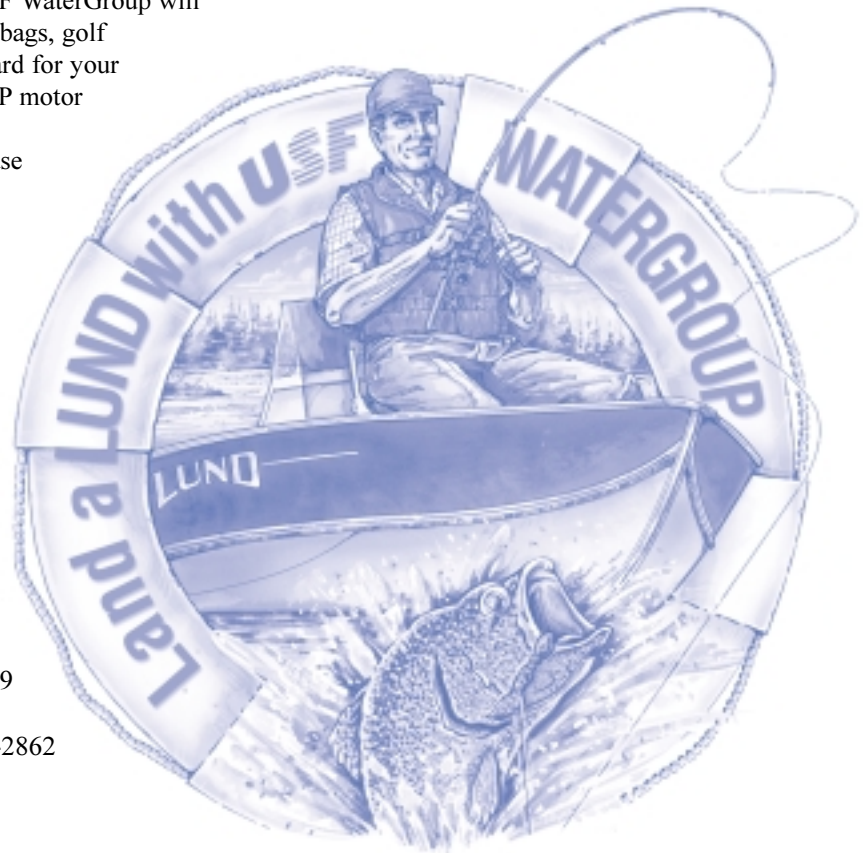
**Al Everett (Maritimes - excl. Nfld.)** - (506) 859-1880

**Dave LeLiever (North Central Ontario)** - (705) 456-3139

**Don Levesque (Eastern Ontario & Quebec)** - (613) 822-2862

**Carl Burt (Newfoundland)** - (709) 739-7177

**Chris Richard (Southwestern Ontario)** - (519) 745-7007



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## Inside **INFLOW** ...

 Dealer Profile    Employee Profile    Service Call    Technical Tasks

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# Dealer Profile: JWH Water Services

## St. Adolphe, Manitoba

Jim and Alaine Harder started JWH Water Services in 1993 working out of their home at 319 Main St. in St. Adolphe, MB. Prior to starting his own business, Jim was employed at Derksen Plumbing and Heating for 22 years.

Since forming JWH Water Services, Jim has always installed USF WaterGroup water conditioning products, which they purchase from Prairie Water Services in Winnipeg. In 1995, Jim chose to take part in the Key Dealer Program and has since grown a 30 unit rental pool through the use of the Rental Program.

Jim and Alaine have done a tremendous job promoting the Novatek line. Selling the features and benefits of the Novatek line, along with their focus on service, has allowed them to

effectively grow their business and profits. We would like to thank Jim and Alaine for their commitment to the Novatek line and wish them all the best in 2000.



### Service/Installation Tip

Deep Well Submersible Pumps are subject to all kinds of harsh conditions, of which, some are caused by the lack of, or failure of, check valves in the system.

Check valves are important because they hold pressure in the system when the pump stops. They also prevent conditions such as backspin, water hammer (hydraulic shock) and upthrust. Any of these conditions can lead to immediate pump or motor failure, shortened service life or significant operating problems in the system.

Check valves are designed to permit water flow in one direction only. It is recommended that one or more check valves always be used in submersible pump installations. If the pump does not have a built-in check valve, an inline check valve should be installed in the discharge line within 25 feet of the pump.

The lowest check valve must be below the drawdown level of the water supply. For deeper settings, it is recommended that a line check valve be installed every 200 feet. In deeper applications where only one check valve is used, a shock wave effect occurs in the system when the pump stops. This puts excessive stress and pressure on the pump end and motor, and can cause problems on joints and the rest of the water system.

Swing type check valves should *not* be used with submersible pumps as they can cause a reversal of flow before the swing check closes. This creates hydraulic shock or water hammer, which can be easily detected by a banging noise. A leaking check valve or one installed more than 30 feet above the standing water level in the well can also cause this problem.

Backspin and upthrust can be caused by a leaky or failed check valve or if no check valve is used. When the pump stops, the lack of a properly operating check valve allows water to flow in the reverse direction back down the well. This will cause the pump and motor to backspin, which can wear the thrust bearing and cause a severe strain on the pump and motor when it tries to restart. Since the pump is starting under little or no head pressure, upthrust also occurs on the motor shaft, the pump end impellers and shaft. This condition can also be caused by drilling the check valve or using drain-back check valves.

In short, it is always in the best interest of the installer to use the proper type and amount of check valves initially to prevent problems down the road. This will provide their consumer with a system that will give them years of trouble free service.

### H<sub>2</sub>O Problems/Solutions

#### *Problem:*

**The customer is having problems with pitting of fixtures and is concerned with the ongoing replacement costs associated with this. The customer has sent in a water sample and would like to know what can be done with his water for this problem and if possible, could we make it potable.**

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#### *Water analysis:*

Hardness = 5 gpg

TDS = 120 ppm

Iron = 0.01 ppm

Tannins = 0.0 mg/l

Manganese = 0.0 mg/l

H<sub>2</sub>S = 0.0 ppm

pH = 6.2

In addition to these tests, the customer has informed us that a provincial lab analysis showed the water unfit for consumption due to a high bacterial count. The water source is a river in North Eastern Ontario.

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#### *Solution:*

**Install a Neutralizing Filter followed by a 20,000 grain water softener.**

**To deal with the bacterial problem, an Ultraviolet Sterilizer can be added to the system after the water softener.**

# Customer Service is Our Business

*The Customer Service Department is our Employee Profile focus on the first of what will be a regular InFlow feature.*

## **Bill Beedle - Operations Manager, Cambridge, Ontario**

### **Career with the company:**

**1987** - Began career in the water industry with P & S Water Industries Inc. in London Ontario assembling the Duro Pump and Water Treatment products

**1989** - Hired to man the Duro Customer Service Order Desk in Cambridge Ontario after WaterGroup Companies Inc. acquired P & S Water Industries Inc.

**1994** - Promoted to Inside Sales Order Desk Supervisor in Cambridge Ontario

**1996** - Promoted to Inside Sales Manager and relocated to the Head Office in Regina SK.

**1999** - Promoted to Operations Manager for the Cambridge Ontario Distribution Centre.



*Bill Beedle*

Bill and Shelva, his wife of 7 years, have two children Taylor (11) and Britney (6). Their relocation back “home” has thrilled their many family and friends - not to mention themselves. Bill has been a valuable and crucial member in the development of our

Customer Service Team. All the best Bill as you get “your feet wet” as Operations Manager in Cambridge.

## **Jason Karol - Inside Sales Manager, Regina, Saskatchewan**

### **Career with the company:**

**1991** - Started at USF WaterGroup in the Parts Department.

**1994** - Promoted to Parts Department Supervisor.

**1996** - Moved to the Service Department.

**1998** - Six months in the Commercial Application Centre.

**1999** - Promoted to Inside Sales Manager after Bill Beedle’s departure.



*Jason Karol*

Jason and his wife of two years, Allison are looking forward to the birth of their first child - towards the end of September. Jason also patrols the right wing for the USF WaterGroup hockey team in the winter.

We expect Jason may be changing more diapers than lines this season. Congratulations on your new role on our Customer Service Team!

## Commercial Spotlight: Sonya Mechanical Aylmer, Ontario

Sonya Mechanical recently installed four USF WaterGroup commercial water conditioning systems at the Ontario Police College in Aylmer, Ontario. Dave Pitman, Christopher Richard and Bob Bennett assisted with the start-up on June 18. This facility is used to house trainees attending the college, as well as administrative staff. There can be over 600 people present in the building at any one time.

The complex is designed in an “X” formation, with one system installed at the extension of each arm. Water is pumped into the building from a large storage tank and passes through each of the softening systems, providing soft water to the heating and cooling systems and providing soft water for everyday use.

The four systems installed include:

### **Residence #1 - 240 Rooms**

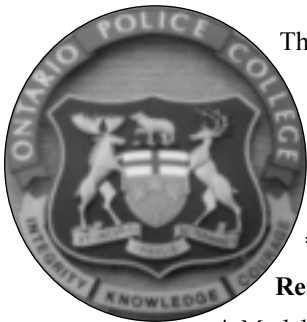
*\* Model FAF 240 - 2” MI14 Triplex*

### **Residence #2 - 240 Rooms**

*\* Model FAF 240 - 2” MI14 Triplex*

### **Residence #3 - 110 Rooms**

*\* Model FAF 120 - 2” MI14 Triplex*



### **Administration**

*\* Model FAF 120 - 1.5” MI7 Duplex*

All of the units have Systemax Controllers, which allow 1, 2, or 3 units to be in service based on the flow demand of the facility. When a unit becomes exhausted it is automatically taken off-line and regenerated. This is one of the first Systemax 2014’s that actually

control the number of softeners in service to meet flow demand and regeneration requirements

Al Scott at the Ontario Police

College has

expressed he is quite pleased with the neat and tidy install and the decrease in salt usage. “We have soft water!!”



# Featured Product!

**US** WATERGROUP



### Pro-ResCare

• Chemically cleans a fouled resin bed of a water softener and restores the exchange capacity of the resin • Prevents iron and mineral build-up on integral parts of the softener • Removes iron and aluminum fouling that causes lost capacity and a decrease in performance

**To Order:**

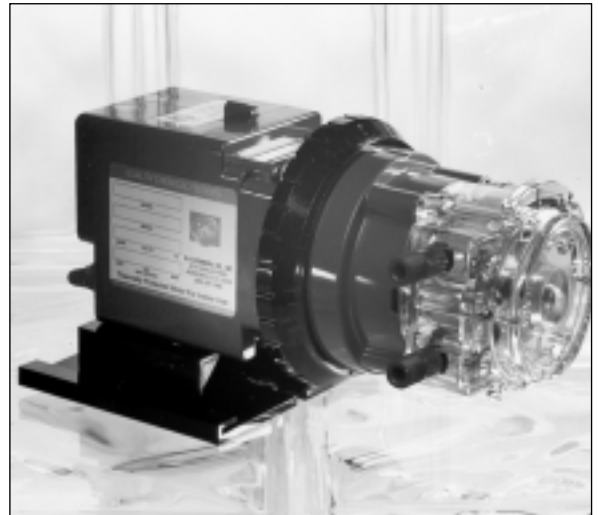
Item No. 45147 - Pro-ResCare, gallon      \$14.98  
Item No. 45148 - Pro-ResCare, quart      \$ 6.65

**For more information, please contact:**

**USF WaterGroup**  
Toll-Free 1-877-288-9888

# Featured Product!

**US** WATERGROUP



### The Stenner Chemical Feed Pump:

• Completely self-priming • Will not clog from dirt or minor debris • Will not lose prime from air bubbles or hydrogen peroxide • Can pump against pressure of up to 100 psi (max. GPGD 34) • Check valves not required under 25 psi • Accurate within 2% of listed outputs vertically or horizontally • Chemically safe • Y2K ready

**Applications:**

• Biocide • Pools and Spas • Sewage Treatment • Cooling Towers • Private & Municipal Water Systems • Boiler Treatment • Irrigation • Poultry Farming & Processing • Food Service • Metal Plating

**For more information, please contact:**

**USF WaterGroup**  
Toll-Free 1-877-288-9888

## Mother's Nature

**“It takes about 6 gallons of water to grow a single serving of lettuce.**

**More than 2,600 gallons is required to produce a single serving of steak.”**

*Source: Water Conditioning & Purification,*

*June 1999*

To receive complimentary issues of InFlow (published quarterly), please call, fax or mail your return address to:

**USF WaterGroup**  
**580 Park Street**  
**Regina, SK S4N 5A9**  
**Phone: (306) 761-3295**  
**Fax: (306) 721-5610**  
**ATTN: Jennifer McNish**

Please include any information you would like covered in future issues of InFlow - or if you have questions that need answering, our phone lines are open. Your insight is our success!